



Australian Government

MSS403002 Ensure process improvements are sustained

Release: 1

MSS403002 Ensure process improvements are sustained

Modification History

Release 1. Supersedes and is equivalent to MSS403002A Ensure process improvements are sustained

Application

This unit of competency covers the skills and knowledge required to ensure that the gains which have been made by using improved methods, processes and/or equipment are sustained as the new baseline/standard for an area of work and so prevent regression to former practices, or digression to less efficient practices.

This unit applies to individuals working in a team or work area who have already implemented competitive systems and practices related improvements in their own work and who must work effectively with others implementing competitive systems and practices to ensure that performance improvement gains are sustained.

The unit is also suitable for individuals who have formal or informal responsibility for the work of others, such as team leaders; individuals, such as senior operators, who must mentor others; or individuals, such as technicians and tradespeople, who must integrate the application of their technical skills with the implementation of competitive systems and practices in an organisation.

The unit can be applied to all areas of an organisation, including production, maintenance, logistics and office functions.

The unit covers the implementation of practices to ensure that process improvements are sustained and opportunities taken to suggest further improvements.

Improvement initiatives can be made by any number of methods by teams or individuals. The unit assumes that desired levels of performance or quality are known.

This unit requires the application of skills associated with problem solving, initiative and enterprise, and planning and organising in order to check and monitor the impacts of change. It also requires communication and the ability to work with others to assess the impact of change in own work and on other's work, as well as self-management and learning to adapt improvements according to new information and feedback.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Competitive systems and practices

Unit Sector

Not applicable

Elements and Performance Criteria

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

1	Examine previous improvements	1.1	Identify impact of previous process improvements to systems, equipment, operations or products in work area.
		1.2	Identify improvements that have not met objectives.
2	Ensure corrective actions are implemented	2.1	Identify corrective actions that can be taken on process improvements that have not met objectives.
		2.2	Liaise with relevant people associated with the anticipated corrective action.
		2.3	Obtain any required approvals.
		2.4	Arrange for the supply of resources.
		2.5	Check impacts of corrective action on work health and safety (WHS), quality and environmental systems in work area and take action in accordance with procedures.
		2.6	Check that self and others in team or work area have required skills for corrective actions.
		2.7	Monitor implementation of corrective action.
		2.8	Make required adjustments.
3	Verify systems support improvement	3.1	Verify procedures reflect improvements.
		3.2	Check that training and assessment activities in team or work area reflect improvements.
		3.3	Liaise with relevant people to ensure their support of the new or modified system/s.

- 4 **Audit the change**
- 4.1 Determine an appropriate audit period/cycle.
 - 4.2 Agree relevant measures/indicators for the improvement.
 - 4.3 Measure performance at agreed times using agreed measures.
 - 4.4 Investigate causes of under-performance.
 - 4.5 Take appropriate corrective action to improve performance.
 - 4.6 Re-audit the improvement on an agreed basis.

Foundation Skills

This section describes those required skills (language, literacy and numeracy) that are essential to performance.

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

- Competitive systems and practices include one or more of:**
- lean operations
 - agile operations
 - preventative and predictive maintenance approaches
 - statistical process control systems, including six sigma and three sigma
 - Just in Time (JIT), kanban and other pull-related operations control systems
 - supply, value, and demand chain monitoring and analysis
 - 5S
 - continuous improvement (kaizen)
 - breakthrough improvement (kaizen blitz)
 - cause/effect diagrams
 - overall equipment effectiveness (OEE)
 - takt time
 - process mapping
 - problem solving

- run charts
 - standard procedures
 - current reality tree.
- A change aimed at reducing muda (waste) will be an improvement in one or more of:**
- systems/processes
 - equipment
 - operations/practices
 - products.
- Customers include one or more of:**
- internal customers
 - external customers
 - final customers.
- Suppliers include one or more of:**
- internal suppliers
 - external suppliers
 - ultimate source of process inputs(e.g. raw materials).
- Systems include all of:**
- equipment/plant
 - systems/processes
 - procedures and work practices.
- Resources include all of:**
- equipment
 - modifications
 - consumables
 - people
 - suitable work area
 - time
 - money (expense/capital).
- Procedures (written, verbal, visual, computer based, etc.) include one or any combination of:**
- work instructions
 - standard operating procedures (SOPs)
 - safe work method statements
 - formulas/recipes
 - batch sheets
 - temporary instructions
 - any similar instructions provided for the smooth running of the plant.

Techniques for sustaining improvements include one or more of:

- techniques for preventing mistakes by designing the operations process, equipment and tools so that an operation cannot be performed incorrectly (e.g. baka-yoke)
- techniques that generate warning signals where a mistake is about to be performed (poka-yoke)
- use of technology so that it is impossible to do the job any other way
- changes to process or procedures or other changes to the operations system which, if followed, will sustain the change.

Measuring performance includes one or more of:

- personally taking measurements
- arranging for measurements to be taken/made by appropriate personnel.

Unit Mapping Information

Release 1. Supersedes and is equivalent to MSS403002A Ensure process improvements are sustained

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5b04f318-804f-4dc0-9463-c3fb9a3fe998>